

ECB integration with Security Architecture Quick Reference Guide Version 1.0

Prepared By: Frank Southfield

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1.0 Introduction

1.1 Document Overview

The purpose of this document is to provide a quick reference guide to Federal Student Aid and Indus support personnel for common questions and concerns related to the integration between eCB and Security Architecture. As additional questions come in from users, this document will be updated and redistributed. This document is not intended to provide a comprehensive overview of the integration or steps that a user must take to register, but rather answers to the most common questions being asked.

1.2 Document Layout

This document divides questions into 3 categories:

1. General questions about what the integration with Security Architecture is
2. Registration questions for users who need a Security Architecture user ID
3. Questions on how to use Security Architecture functions

2.0 General Questions

2.1 What is Security Architecture?

Security Architecture is an implementation of IBM's Tivoli Identity Management (TIM) and Tivoli Access Management (TAM) products to provide a framework to manage accounts across Federal Student Aid web applications. eCampus-Based is the first major application using Security Architecture that is used by schools.

Security Architecture will provide users with the ability to login with a user id and password rather than having to use their full social security number and PIN. This same user id and password will be used to access other partner facing websites in the future.

2.2 When will all this be happening?

For current eCB users, they can register for a Security Architecture account now following the links at: <http://www.pilot.cbfnisap.ed.gov/>. If they are not currently an eCB user, they can register after 12/18/2006 at the URL above.

As of January 22, 2006, all access to the eCB application will be secured by Security Architecture. All existing users will have to verify their account information and create a password. New users will have to register for an account and be approved by their schools Destination Point Administrator (DPA). At this time, users will go to:
<http://www.cbfnisap.ed.gov/>.

2.3 What other applications will be / have been integrated with Security Architecture?

Federal Student Aid initially concentrated on configuring TIM / TAM with internal web applications to minimize the impact and risk for schools and other trading partners. The

Experimental Sites application has been integrated with Security Architecture and eCampusBased is the second school facing application to be integrated.

The timeframe for legacy applications has not been set at this point, but re-engineered applications are being integrated with Security Architecture including Integrated Partner Management (IPM).

2.4 What is changing about the eCampusBased application?

Only the way the user logs into the application changes. The application after login is exactly the same.

3.0 Registration Questions

3.1 How do I register if I currently have a PIN to access eCB?

If they currently have access to eCB, they should just need to match their First Name, Last Name, Date of Birth, and Last 4 of their SSN to match the account information from the Participation Management (PM) system. This information needs to match their account in PM exactly to create their account without requiring approval.

After their account information is matched, they will be asked to provide additional demographic details, select a password, and answer challenge questions. Once the registration is complete, they will receive an e-mail with the user id.

3.2 I'm a new DPA at my school, how do I register for eCB?

All DPAs must first register with PM following the existing DPA registration process. Once the PM registration process is complete, the DPAs data will be loaded into SA and the DPA will be able to register like in section 3.1.

3.3 I'm a new FAA user to eCB, how do I register?

New users will have to complete the following steps to register:

1. Complete the demographic information required from all users
2. Search for the school(s) they are signing up for
3. Select their access rights
4. Submit the application for an account

The school(s) DPAs will receive an e-mail asking them to review their account request. Once this approval has happened, they will receive an e-mail with their user id.

Prior to January 22, 2007, users should go to the following URL to register:

<http://www.pilot.cbfnisap.ed.gov/>

Follow the links to Login and then on the Login Page use the eCB Registration link to sign-up for an account.

After January 22, 2007, the <http://www.cbfisap.ed.gov> URL will be used.

3.4 What if my school's DPA has not registered?

All new account requests must be approved before access can be granted to eCB. If their school's DPA has not registered with Security Architecture, there is no one authorized to approve account requests so and they must wait until the DPA has registered to apply for an account.

3.5 I applied for access to multiple schools, but only seem to have access to a portion of the schools. What happened?

Each school's DPA must approve a request. The user will receive their user ID when the first school approves the request, but will not gain access to other schools data until each school's DPA also approve the request.

3.6 What do I do if I do not hear back about my account quickly?

The best way to address this is to contact the schools DPA to ask if they have reviewed the request. If they have not, ask them to login to the eCB DPA Administrative and review the request. If they have reviewed and approved the request, contact the help desk and report this issue.

3.7 I created my account based on the data in PM, but my access rights / schools do not appear to be correct. What do I do?

If this happens, they will need to contact the PM help desk to have their account researched and determine what schools / rights they had within the PM system. If they are an FAA user, they can also use the 'Edit Profile' link on the login page to register for additional schools. Please note, these requests will have to be approved by the schools DPA before they take effect.

4.0 Security Architecture Functions

4.1 What do I do if I forget my password?

On the login page, there is a link on the left hand side of the page, 'Forgot Password', which can be used by the user to their password. The user will be asked one or more of their challenge questions and if they provide the correct response they will be able to reset their password.

4.1.1 What if I do not remember the answers I provided to the challenge questions?

If the user does not know or does not answer their challenge questions, the only method we have of confirming the identity of the user is to have a DPA e-mail the eCB support mailbox with the request to reset a user's password. The e-mail must come from the registered DPA's e-mail account for this to be considered a valid request. The user will then be sent a

temporary password to the e-mail address registered for that account. This password must be changed the first time the user logs in. The support mailbox is: CBFOB@ed.gov

4.2 How do I change my password?

The links on the left hand side can be used to change their password.

4.3 How often will I have to change my password?

Passwords expire every 90 days. The user will be prompted to change their password when the password is expired before proceeding to the application.

4.4 How do I update my profile?

There is a link to ‘Edit Profile’ on the left side of the login page. This will let you:

1. Update the address, e-mail address, phone number, and supervisors information
2. Request access to additional schools
3. Request a modification to the access for the existing school(s) the user is registered for.
 - For example, request that your account be given Read, Write access when you currently have Read.

All requests affecting access to school data require DPA approval. This means that if the user wants to add additional schools or update their access rights to a school they already have access to; the DPA for the school will have to approve it before it takes effect.